



Program Manager II (Youth Services)

Youth Services | Los Angeles, CA | Full Time

JOB DESCRIPTION

About Us:

VOALA

Helping Our Most Vulnerable Change Their Life Stories

Volunteers of America is a non-profit human services organization committed to serving people in need, strengthening families, and building communities. VOALA provides a variety of social services to Los Angeles area communities such as Head Start programs, Upward Bound college prep programs, veterans' services, homeless shelters, low-income housing program as well as drug and alcohol rehabilitation. Learn more at www.voala.org.

YOUTH SERVICES

With the help of family, school and community, today's youth have a greater possibility of shifting their own futures to become self-sufficient leaders of tomorrow. Volunteers of America offers support and a wide variety of educational and empowerment services as well as scholarships to help young people in our communities become thriving adults. We operate many programs aimed at helping underprivileged and at-risk youth and develop new programs to serve the youth of the Los Angeles community.

JOB SUMMARY AND PURPOSE

Program Manager II will execute the Homeless Services program according to contract and budget guidelines. This includes overseeing resources and coordinating the efforts of the Homeless Services team members (including VOALA sub-contractors and community partners), and performing ongoing outreach as it pertains to the homeless population. The Program Manager II will plan to achieve all goals and objectives of the Grant or contract, and manage the staff efforts towards those goals.

DUTIES AND RESPONSIBILITIES

The Program Manager II will perform the following tasks:

- **PROGRAM DEVELOPMENT:** Develop and manage program budget, program development, performance goals, and service delivery for programs at the homeless shelter in accordance with stated grant requirements:
 - Develop program policies, procedures, plans, and associated communications needed to operate the shelter
 - Proactively manage the shelter, identify potential crises, and devise contingency plans
 - Develop best practices and tools for management of the shelter
- **SUPERVISION OF PROGRAM – Achieve grant objectives by:**
 - Supervising the facility operations.
 - Leading the Monitors to assure the safety of the premises and program participants
 - Coordinate day-to-day operations of case managers, overseeing intake, creation of service plans and housing stability plans for clients
 - Ensure all services to clients are properly recorded: every client intake along with the subsequent case management documentation in both a hard (paper) and soft (electronic health record (EHR)) file format
- **TRAINING:** Train, coach, and manage the Homeless Services team on program requirements, tools, and methods to meet those requirements:
 - Effectively communicate project expectation to team members and management in a timely and clear fashion
 - Plan, conduct and record required in-service training
 - Delegate tasks and responsibilities to appropriate personnel
- **COORDINATE MULTIPLE PROGRAMS ON LOCATION:** Manage multiple teams of staff engaged in various programs:
 - Monitor and verify services provided to each participant on a regular basis and determine the quality and effectiveness of services provided
 - Ensure program(s) interim and final goals and requirements are achieved
 - Evaluate program effectiveness; make proposals to senior management
- **BUDGETING:** Prepare monthly budget reports and proposals:
 - Estimate and allocate resources that participants may need in order to achieve project goals
 - Create and analyze budget, reports, and program goals
- **COMMUNICATIONS AND COLLABORATION:**
 - Keep Assistant Director informed of progress towards achieving Grant goals; Communicate with funder on an ongoing basis
 - Collaborate with community partners for services and housing opportunities to program participants
 - Collaborate with other VOALA programs and community partners and represent the interests of the agency, the program and its participants in all networking and public relations opportunities
- Plan and participate in community outreach efforts to gain and maintain community support for shelter
- Other duties as required and is subject to change at any time

**EDUCATION:**

- Bachelor's degree in Social Work (or related discipline) or a combination of relevant education and experience (4 years)

EXPERIENCE:

- Minimum of 4 years of experience in Social Services Program Management, Coordination or Supervision
- Minimum of 3 years of direct experience in Staff Management Experience in Homeless Services, Department of Mental Health and/or Substance Use Disorder (DMC) Programs
- Budget Management / Oversight Experience
- Experience managing programs with over 10 staff, serving clients with multiple modalities

KNOWLEDGE:

- Demonstrated skills in working with participants from various backgrounds, particularly homeless individuals
- Demonstrated skill in program administration with budget oversight
- Knowledge of Housing First Model and Harm Reduction Model
- Strong knowledge of case management ethics, HIPAA, Programmatic standards of operation and clinical engagement, clinical documentation methods, client focused ideology

TECHNOLOGY SKILLS:

- Proficiency with Microsoft Office, included but not limited to Words, Excel, PowerPoint and Outlook
- Strong knowledge of Database and report generation

SKILLS AND ABILITIES:

- Demonstrated excellent written and verbal English Language skills
- Ability to work comfortably with target population
- Conflict Management Skills
- Must be flexible and willing to work weekends/evenings as necessary
- Proven Expertise in relevant subject matter
- Strong public speaking ability
- Able to provide valuable expertise to senior management while mentoring junior staff.
- Able to organize and schedule team's caseload, support efforts of subordinates towards program goals
- Ability to coach and mentor staff
- Ability to address difficult client and staff situations
- Demonstrated ability to perform under circumstances of possible emotional stress and conflict, including dealing with un-cooperative clients
- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA, and other federal, state, and local standards, with or without reasonable accommodation, including meeting qualitative and quantitative productivity standards
- Ability to maintain regular, punctual attendance consistent with ADA, FMLA, and other federal, state, and local standards

COMPETENCIES:

- Build rapport with those encountered in all aspects the work day
- Build trust, act trustworthy
- Active listening (reflective listening)
- Follow instructions and VOALA procedures
- Apply principles of client-centered, strength-based counselling (including the principles of the recovery model and trauma-informed practice
- Able to identify successes, challenges, and barriers impacting the completion of plans prepared for clients
- Apply principles of professional boundaries and ethics to on the job situations
- Able to de-escalate threatening/volatile situations with clients, or in the workplace

PREFERRED QUALIFICATIONS:

- Master of Social Work or discipline related to Program services
- History of working with multiple community partners, existing relationships a major plus
- Experience connecting clients to community and government resources
- Experience serving the target community (veterans, homeless, at-risk youth, et cetera)
- Bilingual in English and Spanish (written and verbal)
- Well informed of organizational priorities and procedures
- Knowledge about community resources
- Experience with HMIS and other relevant databases used by partner service providers
- Valid California driver's license, acceptable proof of automobile insurance, and/or reliable method of transportation

Volunteers of America is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law

This employer participates in E-Verify and will provide the federal government with your Form 1-9 information to confirm that you are authorized to work in the U.S.



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